PRV – Call Center Eligibility Status

Purpose:

The objective of this procedure is to inform the provider of eligibility for Medicaid Members. Eligibility changes monthly so providers need up-to-date member's information before rendering services.

Identification of Roles:

Lead, Trainer, QA coordinator, Supervisor, Management

Performance Standards:

80% service level, abandon rate, calls answered, calls received, average queue time (AQT).

Path of Business Procedure:

Step 1: Incoming Call

Step 2: Verification of Provider (Enter into OnBase Workview)
   a. Verify National Provider Identifier (NPI) number
   b. Obtain contact name
   c. Obtain contact phone number

Step 3: Determine Reason for call
   a. Claim Status
   b. Eligibility
   c. Service Limits
   d. MediPASS
   e. Inquiry
   f. Consumer-Directed Attendant Care (CDAC)

Step 4: Eligibility Call
   a. Provider is inquiring whether a member is eligible for services

If not an Eligibility call, go back to Step 3 and determine the type of call and follow appropriate procedure (10.1-10.6)

Step 5: Obtain member information
   a. No member number
   b. Enter name of member into the Medicaid Management Information System (MMIS)
        1. Go to file 10 in MMIS. In the Action Code field, enter "I". Then go to recipient last name and first, enter information, then enter.
        2. Verify date of birth

3. Verify Social Security Number (if in MMIS)
4. Give member number to provider
5. Member number exist in database
6. Enter member number into Medicaid Management Information System (MMIS)

c. Check date of service in question
d. Check fund code, exception indicator, and aid type. Refer to Appendix 10.0

Step 6: Advise provider of eligibility
a. Eligible: Check Third Party Liability (TPL), Medicare, MediPASS/Health Maintenance Organization (HMO). We no longer have Medicaid HMO. Advise provider.
b. Not eligible: Advise provider that member is not eligible for that Date of Service (DOS).

Step 7: End call
a. Resolve provider's question
b. Say thank you
c. Disconnect call

Forms/Reports:
N/A

RFP References:
6.4.2.3.b

Interfaces:
MMIS
OnBase
Providers

Attachments:

Process Map

Attachment
IME Operational Procedures Requirements Flowchart

1.2	ELIGIBILITY CALL

CSR

Incoming Call
1

Verification of
Provider
2

Determine type of
call.
3

Eligibility Call?
4

No

Yes

Obtain member
information
5

Advised provider if
member is
eligibility or not
6

End call
7